



BlueCross BlueShield of Vermont

Confidentiality Statement

Blue Cross and Blue Shield of Vermont (BCBSVT) employees and agents protect the privacy and confidentiality of our members' healthcare information. We maintain, use, and disclose confidential health information as permitted or required by applicable Vermont and federal laws, such as the Health Insurance Portability and Accountability Act of 1996 (HIPAA). We have in place administrative, technical, and physical safeguards to protect the privacy and security of our members' health information.

Protected health information is information that relates to an individual's past, present, or future physical or mental health or condition, or the past, present, or future payment for the provision of healthcare to an individual, including demographic information, received from or on behalf of a healthcare provider, health plan, clearinghouse, or employer, that either identifies the individual or could be reasonably used to identify the individual. It includes such information contained in any form or medium (electronic, paper, oral, etc.).

BCBSVT Employee Access

All BCBSVT employees receive both our confidentiality and privacy policies and procedures training upon hire, and are required to read and sign a confidentiality statement upon hire and then yearly thereafter. To further protect the privacy of our members' health information, employees' access to health information is limited to only that information which they need to do their job. Any employee who violates the confidentiality policy will be subject to disciplinary action.

Member Access

Our Notice of Privacy Practices describes additional rights in accordance with the HIPAA Privacy provisions. The Notice of Privacy Practices may be accessed by visiting our Web site at <http://www.bcbsvt.com/privacyPolicies> or by calling Customer Service at 1-800-625-6406, 7 a.m. to 6 p.m. EST, Monday-Friday (TTY users, 1-800-535-2227).

Participating Provider Sites

Providers are responsible for maintaining the privacy and confidentiality of their patients' health information in accordance with applicable state and federal laws. Medical records must be in a secure area with access limited to authorized personnel. Effective record-keeping practices must be in place to protect the integrity and privacy of their patients' health information.

Delegates, Contractors, and Other Third Parties Doing Business with BCBSVT
Delegates, contractors, and other third parties are responsible for maintaining the privacy and confidentiality of our members' health information in accordance with applicable state and federal laws. Prior to the disclosure of members' health information to these entities, we obtain satisfactory assurances in the form of a written agreement that they will appropriately safeguard and limit their use and disclosure of our members' health information.

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